
Purpose	Provide guidance on receiving and resolving participant complaints
Complaints Made to Local Agency	The local agency is responsible for accepting complaints received from participants/applicants. All staff should be familiar with the procedure found in Volume I, Section P of the WIC Procedure Manual.
Complaints Made to State Agency	Complaints may be made to the State Agency directly by the participant/applicant or the complaint may be referred to the State Agency by local agency staff. The State Agency will handle complaints in the manner described in Volume I, Section P of the WIC procedure Manual.
Discrimination And Fair Hearings	<p>See Volume I, Section K for detailed information on handling discrimination complaints.</p> <p>See Volume V, Section J for information on requests for a fair hearing.</p>